

*The
Games and
Attractions
Express!*

GOING FORWARD~

ALL ABOARD!



**THE 1986 GAMES & ATTRACTIONS
HOST/HOSTESS HANDBOOK
SIX FLAGS OVER TEXAS**

Chip Howe

622h-22h

NAME:

TRAINING DATE:

TIME:

PLACE:



OFFICE PHONE
640-8900, EXT. 255

988-089239

432-9639

WELCOME ABOARD!

We're glad to see that you grabbed hold of the caboose to the quick moving Games & Attractions Silver Express 1986. Now that you are on board, we want to welcome you to a seat, as the Silver Express takes us into our 14th season of operation. You, along with our 300-plus passengers, will operate a wide variety of amusements ranging from a shooting gallery to remote control vehicles to video games to skill games.

Our conductors will help you bring fun and enjoyment to our guests' days through training sessions. Since you have already completed the personnel department's parkwide training, you will be concentrating on the Games & Attractions department, learning the specifics and benefits of your job as a host. The trip begins with a music-filled slide show, followed by a park tour and a participatory seminar in which you will learn the art of getting guests to play your game. You will be tested over these materials, so it is to your best advantage to pay close attention and ask questions as often as necessary. The test will certify you to work in any location in our department. The test is designed to insure you have a working knowledge of our department. Not passing the initial examination will result in a review over problem sections and a rescheduling of the exam. Any person not passing the exam for the second time must have a conference with a supervisor to determine his job assignment.

If at any time you are unsure of anything at all, please take the time and effort to ask your supervisors or foremen for assistance. They will be happy to help in any way.

Again, we are happy to welcome you aboard. It is our pleasure to have you conducting on the Silver Express, as it rolls down the tracks, and

helping Six Flags Over Texas celebrate its 25th anniversary. With you aboard, Games & Attractions is well on its way to being #1 in 1986.



LAYING THE TRACKS ~ 1986

As the season opens, Games & Attractions must put its best foot forward — you! One of the reasons our guests keep coming back each season is the friendly, courteous service they receive from the host and hostess team. Since you are the person the guest will deal with most often, your performance will lay the tracks for what lies ahead.

From the very minute you put on your uniform to the moment you step into your area, you will be representing the Silver Express. While your moods change from day to day, our guests remain the same, in that they all expect the same courteous treatment. Your purpose is to entertain our guests, creating a fantasyland which allows them to forget the hassles of everyday life. In Games & Attractions you probably have a better opportunity than most hosts or hostesses to directly interact with our guests on a one-to-one basis. Everything depends on you — taking the money, supplying the materials to play the game, keeping a neat, pleasant environment and awarding prizes. Since our guest's impression of the park comes from your actions, you should make every guest feel important. Here are some hints to show our guests that they are #1:

- 1) Pay attention to him
- 2) Act interested in the guest's visit to the park
- 3) If you cannot help him right away, let him know that you know he is there.
- 4) When you don't know the answer to a guest's question, be sure to find someone who does.
- 5) Always be courteous — say "please" and "thank you." Don't forget to apologize if you make a mistake.



- 6) Smile.
- 7) Talk to the guests, ask them to play, find out how their day is going, tell them to have a nice day and help them when they are lost. Don't be afraid to have a conversation with a guest, but don't ignore the other guests.
- 8) Make eye contact, whether staying in your stand or just walking through the park.
- 9) Be happy for the guest when he wins, celebrate his victory with him BUT don't ignore the ones who don't win. Give him confidence and hints how to do better.
- 10) Let the guest know you're human. You will be surprised at how much our guests will enjoy small gestures, such as smiling , saying hello, and just being friendly.

As you can see, Games & Attractions expects you to be enthusiastic and helpful with our guests as well as fellow employees. As you pick up helpful hints throughout your training, you will develop your own style of working and are sure to be a hit.

You already know about the "We Care About You" program, remember that it applies to yourself, your fellow employees and our guests. Six Flags developed the program to show its interests in everyone and through your work, we hope to keep the program alive and on the track.



YOUR ENGINEERS

As you ride the Silver Express you will discover that there are many positions available to you. The person who you will deal with most is the area foreman. The foreman is directly in charge and sees to it that tills, money, guests and merchandise are handled properly. The foreman inspects the area daily and works toward making it clean, workable and safe. Area foremen have worked in the park and are trained to handle all the different aspects of a management position. They are chosen for their responsibility, dependability and capability. As they are in charge, you should both respect them and listen to them. When you have questions, they are the first person you should ask.

Each area has an assistant foreman who helps the foreman in all his duties. The assistant is actually a "foreman-in-training" and it is usually from this level that foremen are promoted. During the summer, on your foreman's days off, the assistant will be the area foreman. Likewise, when the foreman is on break or otherwise unavailable, the assistant is officially in charge. So, it is very important that you respect and listen to the assistant foreman as well as the foreman. When you are unsure you may also ask the assistant for help.

Should the assistant and the foreman both be gone or unavailable, they will usually leave a third in charge. This person has no authority other than to see that all stands are taken care of with stock, breaks, etc. When you need help at this time, talk to the third in charge.

Each area has an accountable supervisor. Your foreman and crew members are the direct responsibility of the supervisor. The supervisor staff begins at the seasonal level and includes one permanent supervisor, an assistant manager, manager, and director. This staff helps set both

parkwide and departmental policy. They are in charge of insuring that these policies and guidelines are enforced. The supervisors are generally chosen from the foremen ranks, either from Games & Attractions or another department. Like the foremen, they are usually older, more experienced and trained for a management position. They have exhibited responsibility and dependability, as well as enthusiasm for the park, their job and their fellow employees. They are here to make your job easier and more pleasant, so always feel free to take advantage of our "open door" policy.

Assisting the supervisory staffs are the office clerks with whom you will have to deal with daily. They are a vital part of our operation, handling virtually all scheduling of personnel, as well as keeping attendance records, keeping us informed of departmental happenings through memos and keeping track of inventories and paperwork.

Every member of your management staff have experience working in the park. They were chosen because they possessed qualities necessary to carry out their tasks. Patience and aptitude for working with people and effective communication skills are among these important abilities.



CONDUCTORS

In order to fully serve our guests, our staff must be in their station, on time, and ready to work everyday. Therefore, if for any reason you will not be able to work or you will be late, you MUST inform the office. You should be aware of your own attendance and keep absences and tardies to a minimum. The office clerks keep a personal file on each member of our department which contains the attendance record. This record will be referred to when you ask for time off or are up for a promotion or want to re-hire. You may review your record on request in the presence of the office staff. No one except the office staff and other authorized personnel will have access to your records. There are several policies regarding absenteeism in the Games & Attractions department;



Tardiness: If for any reason you will be late to work, you should call the office and inform us of the problem and your estimated time of arrival. We need to know when you are coming in so your shift can be filled until you arrive. The office telephone number is 640-8900 and the extension is 255. This phone will be answered as early as 8:30 a.m. Three (3) or more tardies within a four (4) week period will result in a conference with your supervisor. Six (6) or more tardies or your second conference with a supervisor may result in a written corrective.

Can't work and don't know ahead of time: If an emergency arises which will prevent you from coming to work, call the office as soon as you know. This is very important, because if you do not call, a "no-show" will be placed on your record and you should expect a conference with your supervisor regarding the situation. A second conference may result in a written corrective. "No-shows" following a written corrective may re-

sult in termination.

Illness: If you are ill, do not try to work. You will not be able to perform at your best, and we run the risk of other hosts or hostesses (or guests) becoming ill as well. You must, of course, call us and let us know that you won't be coming in. If you do call in sick, we will expect that you will be home the entire day (unless you tell us otherwise). At our discretion we may call and verify your illness. If you are not at home when we call, you will be subject to a conference with your supervisor which could result in termination.

If you are absent from work for more than three days due to illness, we may ask that you bring a doctor's release with you upon your return to work. If we ask for a release, you will not be allowed to work until you have brought one. Frequent or recurring illness, such as allergies or asthma, is excused if a note, verifying your conditions and on your doctor's letterhead, is on file with the office.

Vacation: Any day which you take off from work other than for illness or an approved function (next section) will be considered a vacation day. You are permitted to take (10) ten free vacation days, either all together or a few at a time. In order to take free vacation days, you need to contact the office at least (7) seven days in advance of the day you want off. The office will fill only a certain number of day, swing and night shifts for any particular day. Thus, there are a limited number of people who can have a particular day off. If there are no openings for your shift, but another shift is open, you may switch shifts (next section) and take your vacation day in that manner. If there are no openings for you, you will have to get a replacement. If you have an emergency situation and need a vacation day, you can take an open slot (if it exists) without (7) seven days notice by having a supervisor approve it.

Whenever you wish to take a free day and it has office approval, you must fill out a replace-

ment slip so the office will have a written record. You need only fill out the slots marked: YOUR NAME, YOUR GAME, SHIFT; DATE NEEDED OFF. In the slot marked reason write VAC FREE. The office may fill all this out for you; you must then have your accountable supervisor sign it and then you return it to the office clerks. If you need to find some replacements, see the "Switching Shifts" section for how to do so.

NAME Your Name
 STAND CZAR'S AREA B SHIFT DAY
 REASON VAC FREE
 SUPERVISOR AUTHORIZATION _____ OFFICE APPROVAL _____ DAYS TAKEN _____
 DATE _____ REPLACEMENT _____ SHIFT _____
 DATE _____ REPLACEMENT _____ SHIFT _____
 DATE _____ REPLACEMENT _____ SHIFT _____
 DATE _____ REPLACEMENT _____ SHIFT _____
 DATE _____ REPLACEMENT _____ SHIFT _____
 DATE _____ REPLACEMENT _____ SHIFT _____
 DATE _____ REPLACEMENT _____ SHIFT _____
 DATE _____ REPLACEMENT _____ SHIFT _____
 DATE _____ REPLACEMENT _____ SHIFT _____

Approved Function Days: Since many churches, schools and other organizations require you to take days off from work to attend their functions, we allow you 15 special days off. You must do the following to take these days off:

- a) Bring a letter in on school/church/organization letterhead describing why you must take off and signed by activity sponsor.
- b) Notify the office (7) seven days in advance of the event.
- c) Find a replacement and fill out the replacement slip. (To fill out replacement slip see next section).

If you discover you definitely need more than (15) fifteen days, see your accountable supervisor and discuss your needs and he will work something out with you. These will not count as vacation days.

Failure to contact the office, bring in a letterhead or find a replacement could cause you to not get the day off and also give reason for a conference with your supervisor.

Switching Shifts: You may find that to take a day off, you need only switch shifts with another employee. Or you may want to work a different shift for one day. Whatever the reason, you must fill out a replacement slip. This will not count against your vacation time. To fill out the form, do the following:

- 1) Get a slip from the office (they will fill out the top half of the form).

NAME _____		
STAND _____	AREA _____	SHIFT _____
REASON _____		
SUPERVISOR AUTHORIZATION _____ OFFICE APPROVAL _____ DAYS TAKEN _____		
DATE _____	REPLACEMENT _____	SHIFT _____
DATE _____	REPLACEMENT _____	SHIFT _____
DATE _____	REPLACEMENT _____	SHIFT _____
DATE _____	REPLACEMENT _____	SHIFT _____

- 2) Find a person who is working a shift opposite you or has the day off. There are many combinations — most importantly make sure they aren't supposed to be working already before they agree to work for you. Ex.: You are dayshift. You may get a nightshift to work for you or you may get a person to work who has the day off. Swing shifts, must get a person with a day off or two people to split their shift in order to find a replacement.
- 3) When you find someone, have him write his name, game and shift down. (If it is his day off when he works for you, put "DAY OFF" under shift).
- 4) Find your supervisor and have him approve the slip.
- 5) Return the slip to the office (make sure to give it to a clerk in person and don't leave it lying around — you

never know when it might get lost).

*Note that for vacations, you may use the longer slotted area below instead of using 10 different slips. One slip is always better than lots.

- 6) If you ever have difficulty finding someone, feel free to contact the office, but be sure to talk with all the people in our department — don't give up too easily!

Need a permanent area or shift change?

Go to the office and tell the office clerk what your request is. When a position opens that fits your request, you will be notified.

Want to work extra hours? Check with the office if you'd like to put in some extra hours. There are often openings for doubles, and the open shifts will be filled on a first come, first serve basis. Pool personnel fill shifts first, so they will have choice over others.

When you sign up for a double: As long as you sign up for a double or fill out a replacement slip, you are then required to work that shift. It is your duty to keep up with your doubles, so, write them down if you can't remember.

Termination: If for any reason you will need to terminate other than for the end of the season, you should notify the office at least one week prior to your final day (two weeks, if possible). Your notice is very important, especially if you plan to return to work at the park. You will be advised of termination procedures on your last day.



BOARDING PROCEDURES

From the moment you arrive at the station, to the moment you depart, the following rules and regulations, along with all the information in this handbook, are to be followed at all times. By complying with these policies, you will make the trip smoother and more enjoyable for all involved. Actions contrary to our policies may result in disciplinary actions, including termination.



- A. The whole park conforms to one grooming code. Guys can wear their hair halfway down the ear and should not extend over the collar. Girls should be conservative with hairstyle and make-up. For both, one ring may be worn on each hand. A watch may also be worn. A single gold or silver necklace may be worn inside the shirt. Girls should wear only one pair of gold or silver earrings (not bigger than a quarter). Guys must be clean shaven, everyday. They may have moustaches as long as they do not extend past the corner of the mouth, and are not grown during operation. Sideburns are permitted, so long as they remain no lower than the bottom of the ear and only one inch wide.
- B. Uniforms should be exchanged each day after your shift ends so you have a clean uniform for the next day. You must always wear your nametag on the right side of your uniform in a visible manner. Your uniform includes white tennis shoes available at the Company Store. They will get dirty often, so plan to take them home and wash them at least once every 2-3 weeks. You might also take a damp rag to them every once in awhile to clean some of the dirt off in between washings.

- C. Your posture in front of our guests is very important. Leaning on or sitting in your stand shows a lack of interest toward the guests, while standing straight and tall or moving around presents a positive and energetic attitude that will attract guests. You should only sit in restaurants or back areas while on break or when doing a task which requires sitting. Please do not sit on the benches or other seating areas while walking around the park as they are designated for our guests' pleasure.
- D. Never leave your stand unless you have permission from your foreman or supervisor. Leaving a stand, whether another person takes your place or not, without permission, can be cause for immediate termination.
- E. Breaks are to be taken at the time agreed upon with your foreman. You are to take only the allotted time and return promptly. Your break is deducted from your pay and you must take a break whenever you work four or more hours. When you work double shifts, you will receive a second break, but this break is not deducted from your pay. Breaks are 45 minutes in length. Your foreman, from time to time, may give longer breaks, such as 55's or hours, and sometimes additional 15 minute breaks. While these are not deducted from your pay, you should not expect to receive them. They are given by your foreman when they feel you deserve them. Breaks should be spent in back areas only—restaurants and back areas. They should not be spent in other areas or around employees who are working. Remember, too, that while walking through the park, or

- while in your stand, you should not eat, drink or smoke. Your attention should be fully directed toward our guests.
- F. Guests and employees should not sit on your counters or hang around you while you are working. They may ask questions, but by hanging around or sitting it makes your area look bad and discourages other guests from approaching your stand. Never allow a guest to enter your stand unless authorized by your foreman to do so.
 - G. Guests may store animals or other belongings in the Guest Services booth at the front gate. You should never hold these items in your stand. The guest should take them with them, out to their car or to the front gate.
 - H. Likewise, your own personal belongings (ie.: purses, schoolbooks) should remain in your Wardrobe locker, Warehouse locker or a designated area set aside by your foreman. You should never have your own belongings in your stand with you.
 - I. While we encourage good working habits, including being pleasant and working for your fellow employees, you should never offer or accept any form of payment for signing replacement slips. This also means you should not accept or solicit gifts or tips from guests.
 - J. Good habits will lead to good guest relations. Rudeness to a guest can result in a guest complaint and in the guest receiving a bad impression from our operation. No form of rudeness can be tolerated. You need to display a positive attitude, helpful disposition and a friendly smile, creating a strong host to-guest interaction which will be noted by management. Thus, foul language, rude gestures and other forms of rudeness is cause for disciplinary action and possibly termination.

- K. Respect for everyone around you is important in order to earn respect for yourself. Ignoring or failing to comply with orders is insubordination and is not acceptable. Be courteous and respectful at all times and you will receive the same in return.
- L. Our games are designed for guests to enjoy. At certain times, they will be opened for the employees, but during regular operation, no employee, in or out of uniform, should play any skill games. They may play arcade games or the remote control vehicles but should be asked to leave game areas where they are loitering. If they are interested in purchasing merchandise, you should refer them to the area foreman. It costs the price of the animal plus 35%, including tax. The foreman will provide the necessary information. The person must go to the office with the exact amount of the purchase and have a transfer written up. The office will sell animals Monday thru Thursday from 10 - close and, during week end operation, Saturday and Sunday from 10 a.m. to 7 p.m.
- M. Safety is of the utmost importance to both you and our guests. You are responsible for knowing all safety procedures. Horseplay of any kind is cause for disciplinary action including termination.

DERAILMENTS

Occasionally, a guest comes to us with the intention of taking more money away from the area than he came with. We don't want you to experience "The Great Train Robbery" so pay attention please! There are three types of guests who attempt this: the short-change artist, the counterfeiter, and armed robbers. We think it is important for you to know some of the tricks these people use so you can prepare yourself in case they should come up to you.

As you will soon notice after a few days, you work with a great deal of currency. You will become very familiar with the feel and look of money as well as learn how best to handle your money. We have a few rules and hints which will help you prohibit this kind of action.

The best way to stop a short-change artist, who will attempt to confuse or harass you into giving more change than he rightfully deserves, is to take your time and be careful. Always take the bill the guest hands you into one hand, keeping it visible for the guest and away from your other bills. Count out the proper change and encourage the guest to count it themselves. Then, should a guest insist you owe him money, you can show the bill he gave you. After you are sure he knows he has his correct change, place the bill (faced) with the others. Be sure to keep your bills separated by denomination. If a guest insists you owe him money, do not argue the point. Have your foreman or supervisor handle the situation. Do not argue with the guest ever, no matter what he or she does. You should remain calm and pleasant.

Another tip is that, even though we ask you to give change quickly in order to get to the other guests quickly, we do not want you to do it so quickly that you make mistakes. If a guest is pushing you to give change quicker, it could

be a sign that he is a shortchange artist. Smile, be pleasant and keep counting at a comfortable pace.

Shortchange artists often go where they know there will most likely be money, but they also look for people with large wads of bills. Thus, when you have alot for bills (even when you have just a small amount), take all your bills except for a couple tens, fives and about ten to twenty ones and put them in the back pocket of your till. Use the other bills to make change. Then, when you pull your money out to make change, you will have only a small wad of bills.

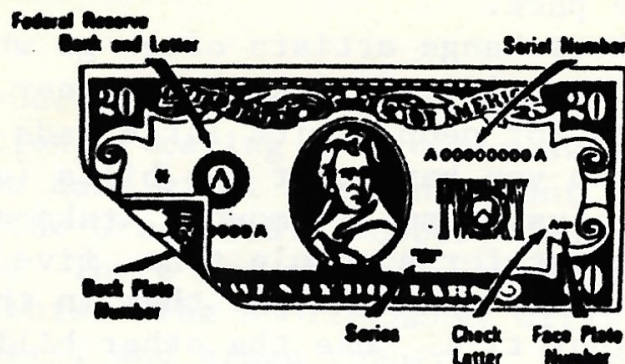
A more professional, but less frequent thief, is the counterfeiter. If you know what to look for, the poor or mediocre counterfeit bill is easy to spot. The well-copied bill is more difficult to find, but in most cases even it may be spotted. Learn the following information about real money and you will be able to tell it from fake bills.



All United States currency is printed on a special, secret-formula paper. It is characterized by the tiny red and blue fibers randomly woven into the paper. These fibers are a deterrent to counterfeiting because they are difficult to duplicate convincingly. Often the counterfeiter will simulate the fibers by printing thin red and blue lines on the surface of the paper. These false fibers can be easily scratched or erased from the bill.

On all bills, the serial number and Treasury Seal should be sharp and clear. The first letter of the serial number should match the letter inside the bank seal (printed in black). There are also four small numbers printed on the face of the bill. One is next to the bank seal (shown below a "*"). It should correspond to the letter inside the Treasury Seal; for example, if the letter inside the Treasury Seal is "K" then the number must be an "11" since "K" is the eleventh letter of the alphabet.

Below is an illustration of a bill with important features pointed out.



One of the best ways to recognize a counterfeit bill is by comparison with a genuine bill of the same denomination and series. Especially good for comparison is the portrait. The counterfeit portrait is "lifeless" — shading in the head and hair and the cross-ruled lines behind the portrait lack sharpness and are often broken or missing, as shown below:



COUNTERFEIT

ACTUAL

You will be notified any time there is a known passer of counterfeit money in the park. If you ever suspect that a bill you have received may be counterfeit, remember what the guest who passed it looked like! Notify the person in charge of your area as soon as you can without causing suspicion. The foreman or supervisor will check the bill and, if you are

right, he will contact the Security department to take over.

When ever you have to get a description of someone, there are a few points you should try to remember. Look for birthmarks, eye color, hair color, height, weight (approximate), distinguishing traits (like only four fingers) and a description of the clothing. Try to remember as much as you can, but look at the person without seeing clothing, facial hair, etc., as well. A professional thief will often change hair color, clothing and other easily changeable features. It is more difficult to change physical traits (scars, etc.). Be thorough and remember the appearance! This could mean finding or losing the thief!

EMPLOYEE THEFT STATEMENT

As a general rule, employee theft includes any unauthorized removal of merchandise from the stands, warehouse or back areas of any department; giving away a prize without authorization to a person who has not legally won it; giving free games to friends, family or persons having not been authorized to receive them; any misuse or removal of game room tokens; selling merchandise or tokens or any other items to guests, fellow employees or friends from the stand, warehouse or back areas; and, taking money from a till or stand or anywhere that the money is not the personal property of the employee. Regardless of the situation, any employee who is found guilty of one or more of the above will be immediately terminated and possibly prosecuted. For your own protection, you should immediately notify your foreman or supervisor if you believe that another employee is involved in a theft situation. Failing to relay this information will result in disciplinary action and could damage your own reputation.

PREVENTIVE ENGINEERING

If there is a single aspect of your job which should be considered most important, it is safety. Inspecting our passenger train and keeping on top of its working condition will help all of us. It is our duty and responsibility to work hard and keep Six Flags safe for employees and guests alike.

Awareness is the track to safety. Being aware of hazardous items or areas is half the battle against unsafe acts or conditions. You need to become familiar with all of the potentially hazardous or dangerous items/areas along the tracks. Things like darts, electrical outlets and wired and glass objects surround you as you work. You can work around these "tools of the trade" very safely if you just take the proper precautions.



1. Darts: When working in a stand where guests will use darts, always wear safety glasses. We hope you will realize the risk you take upon yourself if you refuse to wear them. If for some reason, you cannot locate a pair, ask your foreman. Also, keep an eye on where the guests are throwing the darts while they play the game. When you must change the targets, make sure you stop any guests from throwing and be sure to check carefully before walking in front of them, just in case!
2. Electrical cords and outlets are always subject to problems. Never use loose-connection cords or broken or falling out outlets. If wires are protruding from either, be sure to stay away from them. Notify your foreman of them and fill out a Safety Observation Report,

which can be obtained in Security or the Games & Attractions office.

3. Glass is in many different forms around you. Mirrors, bottles and shelves are found throughout the areas.
 - a) Never pick up any broken glass (even the big pieces) with your bare hands. Be smart and use a broom and dustpan.
 - b) Clean the entire area around places where glass has shattered or broken. In areas with ring tosses, carefully clean the troughs often.
 - c) Keep bottles and glass items safely stored so they can't fall and break easily.
4. Shooting Star can be dangerous. Never go in the back area when the guns are plugged in.
5. Tools are also good items to be wary of. Be sure you know the proper way to handle or carry punch guns, needles, ladders, electric tools or other items that you may come in contact with. Know how before you use them!
6. Around any game or area, use good judgement. Don't do anything you know you shouldn't. If you have doubts in your mind, don't do it!

The above hints are just a few potentially dangerous areas you may encounter. Remember that no matter where you are, there can always be a hazard if you misuse items or do not pay attention to what you are doing. Keep a watchful eye in everything you do and use good common sense! Remember to always think "Safety First!"

While on board, you may run into some situations which are more rare, but still possible. Being prepared for these are essential, so be

sure to review the situations and what actions to take. In case of an emergency, you should be able to react with confidence.

First, learn where the phones are in your area. Try to know a location of phones in areas you could walk through while on break, too (about every store or food stand has one!). Learn the most important phone numbers as well.

Security: 225

First Aid: 234

Fire Protection: 555

Games & Attractions: 255

These numbers can all be dialed directly from the phone in your area; if you have problems doing so, call the park operator at "0" for assistance.

You should notify the Games office any time you have called First Aid, Security or Fire Protection so that we can be aware of any problems occurring in our areas.

Fires: It is important that you learn where the fire extinguishers are located in your work area and how to use them. If the following procedures outlined here are unclear, ask your foreman or supervisor to explain them.

There are several types of fires that can happen in the park. There are also specific types of fire extinguishers to handle them: Class A, B and C. The following list explains these different extinguishers.

- 1) Class A: Used on fires containing wood, rags, paper, stuffed animals and similar substances. When using a Class A extinguisher, place your finger over the plastic tip where the stream will come out. Then, when you pull the trigger handle, the liquid stream will spread and douse the flame better.
- 2) Class B: Used on liquid fires (ie.: gasoline, grease, or paint). Hold upside down and shake before attempting to discharge on fire. (Combination extinguishers ABC work best on this type of fire).

- 3) Class C: Used on electrical fires. This extinguisher often contains CO₂ gas, so do not breathe the fumes!!! Class C is not always CO₂, but those that are may discharge dry ice. They can also cause frostbite!
- 4) Combinations: Some extinguishers are combinations of these 3. Be sure to know which combination (BC) or (ABC). You can use it on any fire like those described above.

Information on how to use each extinguisher is located on the extinguisher label. The label also tells what kind of extinguisher it is. Anytime you discharge one (even a little bit), notify your supervisor or Security so that it may be recharged.

When you encounter a fire, follow these procedures:

- 1) Move all guests and fellow employees away from the area of the fire. Their safety, as well as your own, is of the greatest importance.
- 2) Call Security (or have someone else) and Fire Protection. Give them the exact location of the fire. If you know it, tell them what type of fire it is. They will send a crew to handle it.
- 3) Call the Games office and give them the same information.
- 4) Locate the closet extinguisher appropriate for this type of fire and attempt to extinguish the blaze. DO NOT USE THE WRONG TYPE OF EXTINGUISHER.
- 5) Remain calm and keep a clear head. If any procedure puts you in danger, DON'T DO IT. We need hosts & hostesses — not heros.

Severe Weather

In the event that severe weather is detected, Security will issue "codes" which let you know

what the weather conditions are at that time. They may be issued to the supervisors via their radios and to your foremen via the phone. Should the weather be extreme, they will announce it over the public address system. In any situation, supervisors will keep you posted on any changes or impending danger.

The codes and their meanings are:

- 1) Code A: Indicates a severe thunderstorm warning. There is no danger at this time, but be prepared for rain and take normal precautions to insure everyone's comfort and safety.
- 2) Code B: Indicates a severe thunderstorm and tornado alert. The storm does not affect us at this time; prepare for a possible impending Code C.
- 3) Code C: Indicates the tornado is headed toward us and will hit shortly. You will be alerted over the public address system by a "Code 33." For specific procedures, see your area foreman. Basically, wherever you are, do the following:
 - a. move guests to a predetermined safety area.
 - b. close your stand doors 75% of the way unless you are in a center stand; in center stands, close all doors but one. In open areas, find a low-lying area and try to stay under some covering.
 - c. any stand or area containing glass doors, windows or merchandise or sharp, hard objects should be evacuated.
 - d. cover people with large stuffed animals or other large, soft articles if time allows.
 - e. when possible, lock tills in the area lock box. If not possible, leave the till tied tightly around your waist.
 - f. above all, STAY CALM. Try not to

- let the guests reactions influence you.
- g. Wait for an "all-clear" signal or for someone to let you know when it is safe to come out of the shelter.

Accident/ Injuries/ Illness

In the case of any situation needing Security and/or First Aid, whether employees or guests are involved, handle the situation as follows:

- 1) Determine how serious the problem is. If not serious, direct or escort the person to First Aid. Note: Anytime anyone is injured in your area, whether serious or not, he must go to First Aid.
- 2) If the situation is serious and the person cannot make it to First Aid on his own, then call for an ambulance at First aid. Explain your name, exact location and nature of the injury.
- 3) Do not attempt to be a doctor. Keep the person still, don't move him. Practice your bedside manner and make him as comfortable as possible. Try to keep others from crowding around. Give him room to breathe. All unnecessary employees should move along as well as all guests.
- 4) Do not discuss the problem with anyone except your foreman or supervisor.
- 5) When First Aid arrives, offer assistance but stay out of their way.
- 6) In case of heat stroke, keep the person in shade, seated and give a cold compress.
- 7) Remain available should First Aid need a statemant from you.



Disturbances

A disturbance is defined as any occurance which disrupts operation and is potentially dan-

gerous to the people around it (ie.: robbery, theft of animal from stand, counterfeiter). It is Security's responsibility to handle such problems — not yours! If a disturbance occurs, you should:

- 1) Retain as much normal operation as possible.
- 2) Contact a foreman or supervisor (any red or blue tag is acceptable). If no one is available, contact Security, give them your name, exact location and a description of the incident. Call the Games office with the same information.
- 3) Do not detain or touch the guests. Instead, get a good description of each person involved. If they leave, have them followed. Security will need all the information. To follow, have one person who is free keep at a far distance — only close enough to maintain eye contact. The person following should be sure to remain indiscrete — we do not need further disturbance. Along the way, if a Security officer is nearby, alert him to the information and allow him to follow the person.



SOR's

The Safety Observation Report (SOR) is a written report used by the supervisory staff and Security to identify problem areas. Any employee who believes they have a safety problem should get a SOR from the Security or Games offices, fill it out, and return it. As soon as it has been reviewed, the employee will be informed. This procedure insures someone will at least look into the problem. It gives the employee a strong input on safety precautions and improvements.

As your supervisors cannot be everywhere, it is important you use your eyes throughout the park, looking for problems and suggestions.

COAL FOR THE FIRE!

Fridays! Payday! It's the day everyone looks forward to! The regular work week is Monday through Sunday — your check comes the following Friday.

In order to get paid, you are issued a new time card every Monday morning. You need to pick it up from the office time card rack the first day of the week you work. It is solely your responsibility, so keep track of it!

When you get to your area, have your foreman sign you in and ask him what to do — you must show up 15 minutes before your shift starts. So, if you start at noon, you should have your till and be at your stand by 11:45. The foreman will give you something to do and sign you in. When you switch stands or areas, you will be signed out of the first stand and signed in to the new stand. When you take a break, it will be deducted from your time card. Remember, when you work a double you have only one break taken out. Make sure, when you are signed out, the foreman gives you the proper number of hours.

Please sign in and out every day. Do not leave it for the next day. If, somehow, you aren't signed in and out, you may not be paid! So be sure to sign in and out every time you work.

Keep your time card in your area. If you are in pool, keep it in the office. You may take it with you, but it is safest in your area time card rack. The most important point here is that Sunday night (or the last day you work before Sunday) you must turn your card into the office or you don't get paid!

Do not expect your foreman or anyone else to turn your timecard in for you. It is your responsibility to turn it in and keep track of it — not someone else's. Likewise, don't play with someone else's timecard. Tampering is cause for termination.

Once your timecard is turned in, you will receive a paycheck on Friday. You may pick it up after noon and anytime except the two hours around shift change any day of the week. If, for some reason someone else must get your check for you, give a written note with your permission to the person (who must present the note to the office clerk).

If you need your check early or there is an error on the check, contact the office immediately.



OFF THE TRACKS

Working on the train is lots of fun, but there is even more excitement off the tracks! It's not all rules, procedures and haircuts! Once you have become accustomed to your new job and new friends, you'll find we offer a world of benefits, discounts and events you can be proud to be part of during your employment!

All employees are entitled to certain benefits, including 5 complimentary tickets (issued after 30 days of employment). You also receive food discounts at the Canteen and certain restaurants within the park. Gifts & Souvenirs offer 35% off all merchandise and the Company Store (Care-a-Sell) offers worthwhile goods. Several area businesses offer special SFOT discounts. These range over many different stores and restaurants so contact personnel for comprehensive list. While off-duty, you have unlimited use of the park, concerts and the olympic-sized employee pool by Wardrobe. Personnel sponsors Summer League softball and volleyball as well as parkwide parties (flings), sporting events, trips and movies all season long!

You can help Personnel by being on the Employees' Activities Committee (EMPACT). Sign up with our office when the time comes!

In our own department, the Games & Attractions Activities Group (GAAG) has regular meetings, working for you to plan activities and to put out the Games & Attractions Gazette (GAG), our own department newspaper!

You are welcome and encouraged to help with all the above! Any suggestions or ideas are welcome and all meetings are open!

GOLD WATCHES

The park sponsors two large, parkwide programs promoting the "We Care About You" spirit: the Guest Interaction Program and Care Cards.

The Guest Interaction Program takes place during the 3 months of full-time summer operation. Once every two weeks, members of the full-time staff grade the areas throughout the park. If, after you are graded, your area has over a 4.0, your area will be placed in a drawing for a crew party. Also, selected members of the grading staff will have "mystery crews." These crews will be eligible to win instant prizes for members of the crew during the grading period. These prizes could be 2 movie tickets or extra complimentary tickets. Throughout the summer, every crew will be a "mystery crew."

Meanwhile, in the Canteen, every area in the park will have their ratings posted on a tabulation wall. Competition will be held and each area can see what all the Rides, Foods, Gifts, etc., areas are doing.

In addition to these opportunities, all blue tags (the supervisory staff) will have white Care Cards to hand out. These cards are given to employees exhibiting good work habits, a positive "We Care" attitude, or for being responsible and dependable. For a full explanation, consult your park handbook.

A very special part of our department is a program which we are proud to say is the granddad of the Care Card — the Games & Attractions Applause Card.

Originally intended to be what the Care Card is, the Applause Card now signifies a special departmental recognition. Whenever you display a remarkable improvement in your job performance or you display excellent hustling abilities, you will be recognized by your supervisor with one of these cards.

At the same time, depending on the case, you may receive a Care Card. Remember, the Applause Card in itself is a great recognition and rewards may come from earning these as well!

With each Applause CARD, your name will be placed in a container. Drawings and special programs will be held to honor card holders, thus, giving you opportunities for prizes!

As well as all these programs, our recognition board, located across from the office, will display people who have done exceptionally well! It will also contain information pertinent to all of us on the Silver Express!

We are headed toward a year full of special events and lots of excitement, so hold tight and smile! There's lots ahead!



AREA A

Set 'em Up
Water Wars
Doc's Lanes
Shooting Star
Hagar Hurl
Dead Ringer

AREA B

Rim Shot
Arlington Downs
Skeeball
Texas Tumblers

AREA C

Tin Can Alley
Fuzzies
Pop Darts
Super Shifter
Snake Pit
Czar's Jars



AREA D

Ring Thing
Rainbow Pitch
Monkey Business
Cannery
Milk Cans

SKEEBALL PALACE

Skeeball Palace
Triple Cranes
High Striker
Quarter Pitch
Wedges Ledges
Hot Shot

LONE STAR EXPOSITION

Texas Loops
Cowtown Dairy
Star Struck
Rainbow Pitch
Rang Thang
Yosemite Sam
Scale Game

ATTRACTIONS

Boomtown Gameroom
Galveston Gameroom
Texas Gameroom
T.E.S.G.
Beachhead
Skull Island Boats

BOOMTOWN

Boomball Barn
Boomtown Hurler
Whac-a-Mole
Ladder Climb
Can Smash
Robot

1986 STAFF

STEVE CALLOWAY
DIRECTOR

GARY FAWKS
MANAGER

SCOTT SMITH
ASST. MANAGER

HARVEY SMITH
PERMANENT SUPERVISOR

CHUCK WOOD

CINDY STUTTS

ROB LUNDE

LORI BREWSTER

BRIAN BURGESS

BOB ABBOTT

MIKE EVANS

DOUG HUSTED

MARION VANDERMEULEN

TOM PALUMBO
SEASONAL SUPERVISORS

SHARON RICHARDSON

LADAWN MORGAN

SARA DUCKERING
OFFICE CLERKS

